



FIG. 1A

FIG. 1 FIG. 1A
FIG. 1B

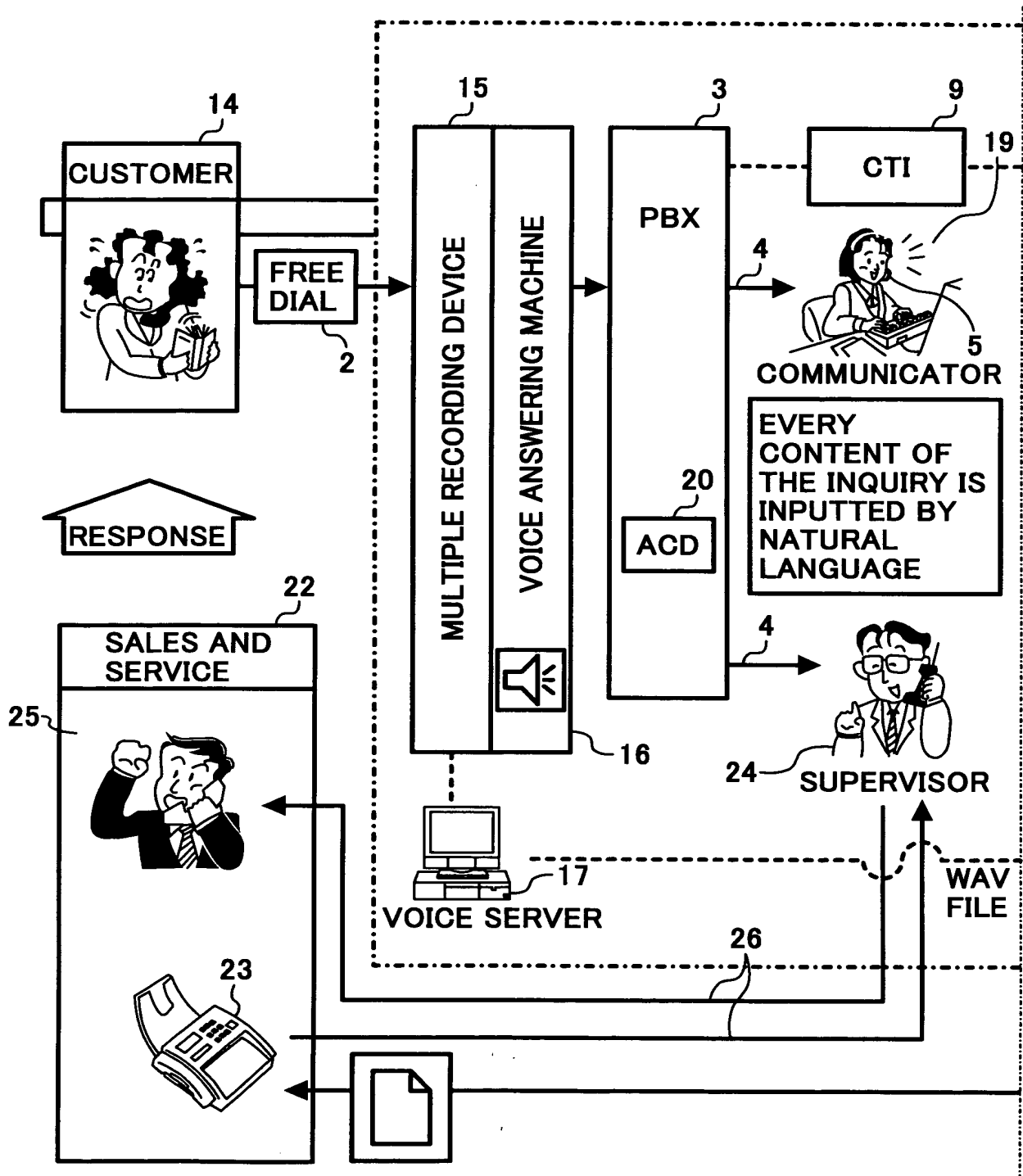


FIG. 1B

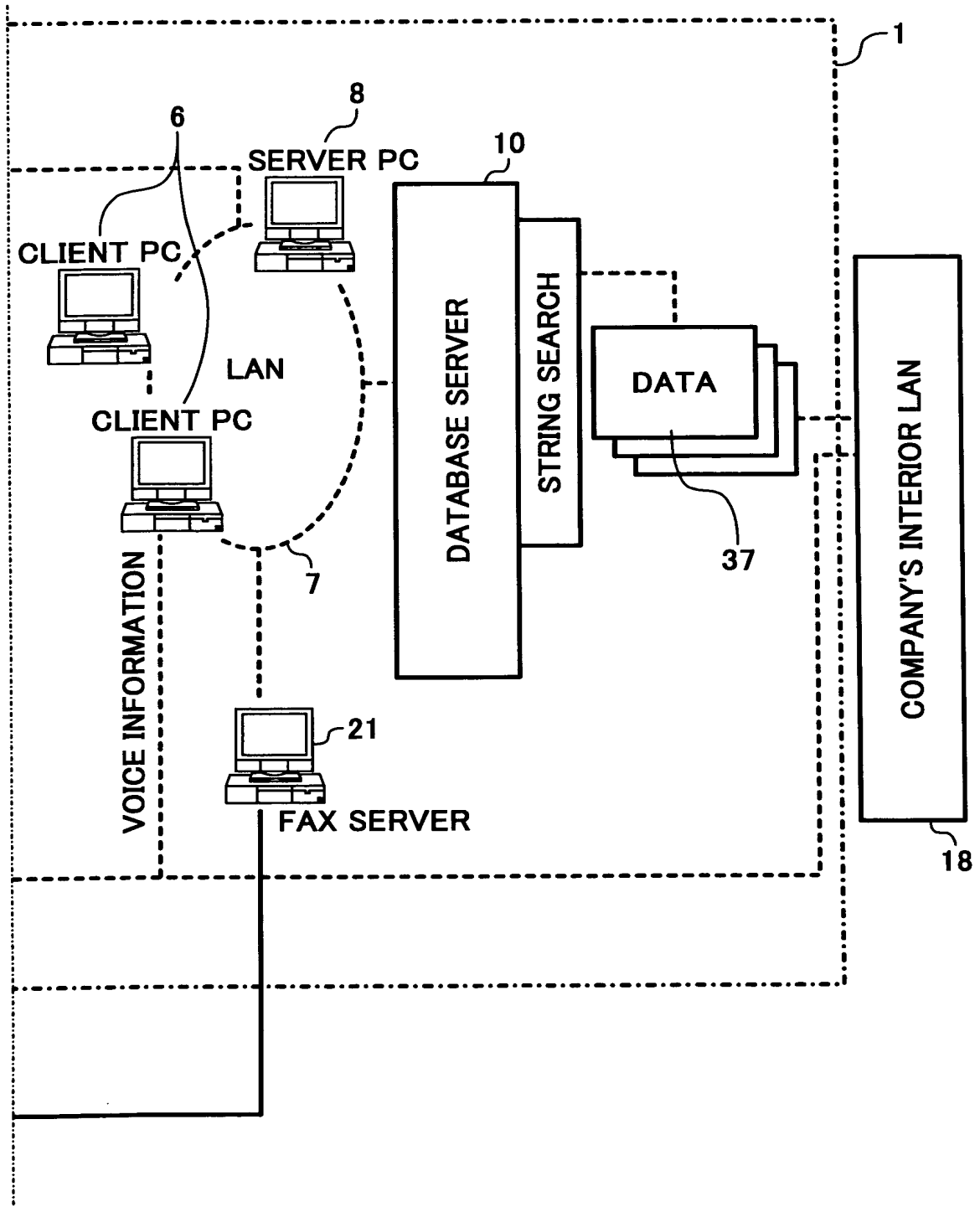


FIG. 2

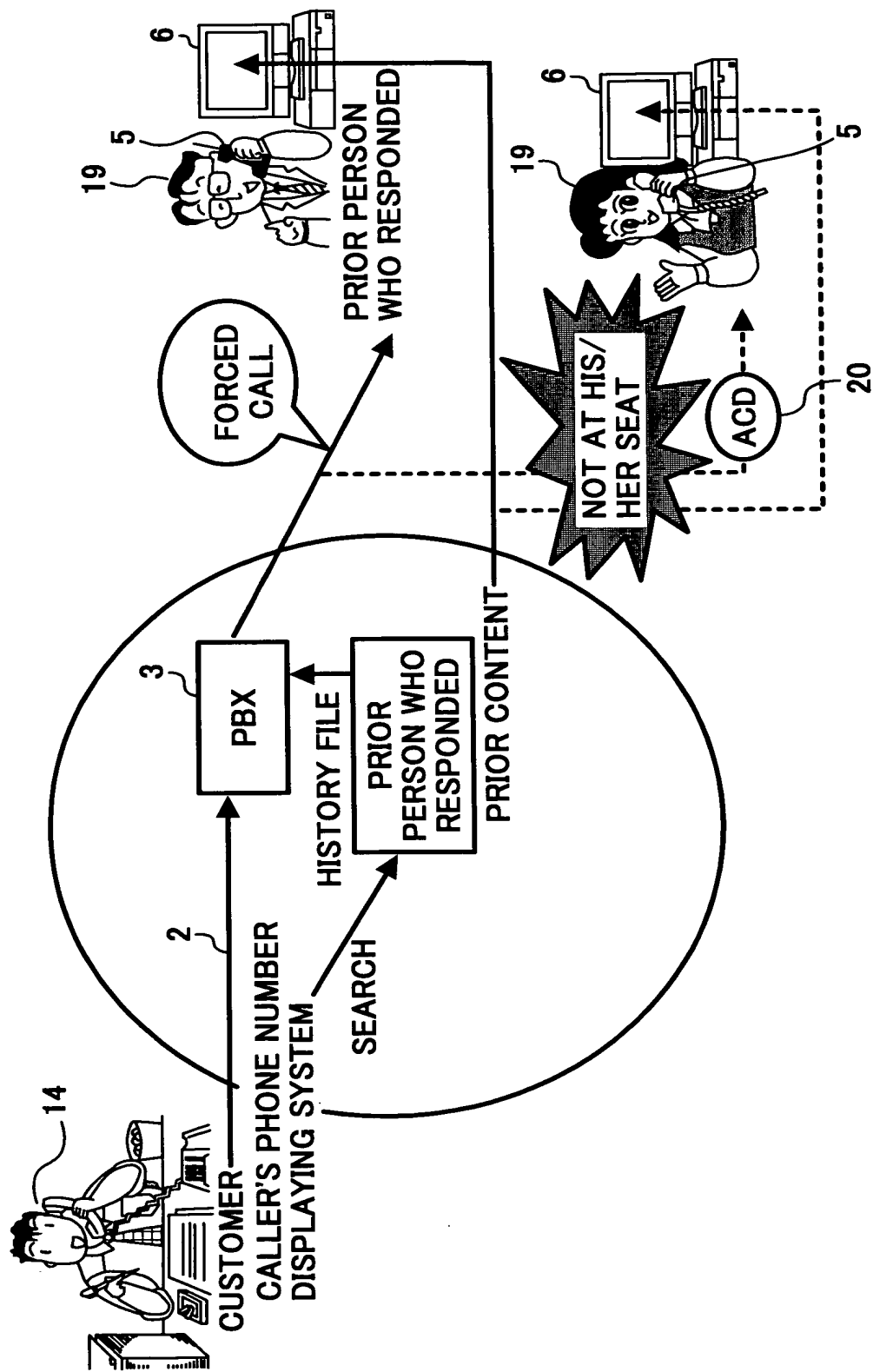


FIG. 4

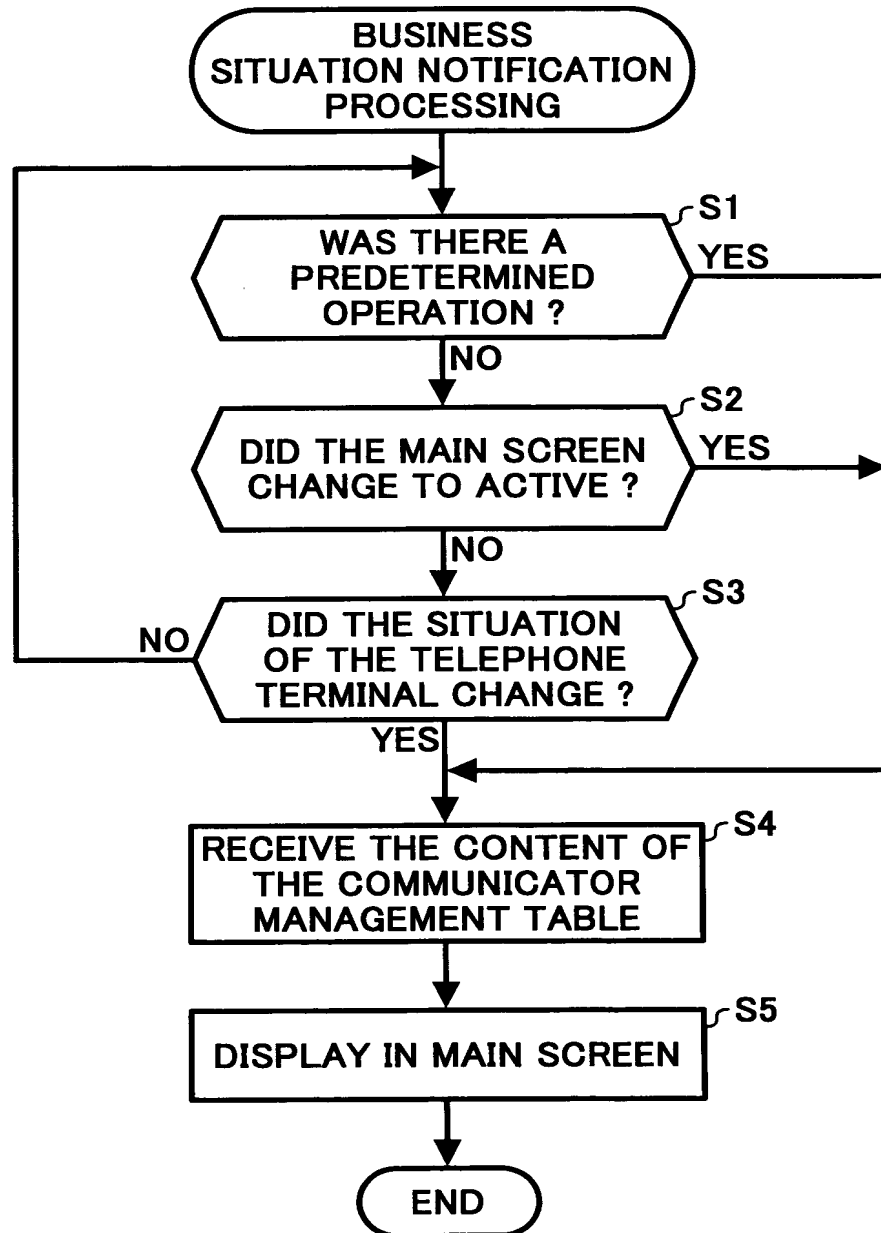


FIG. 5A

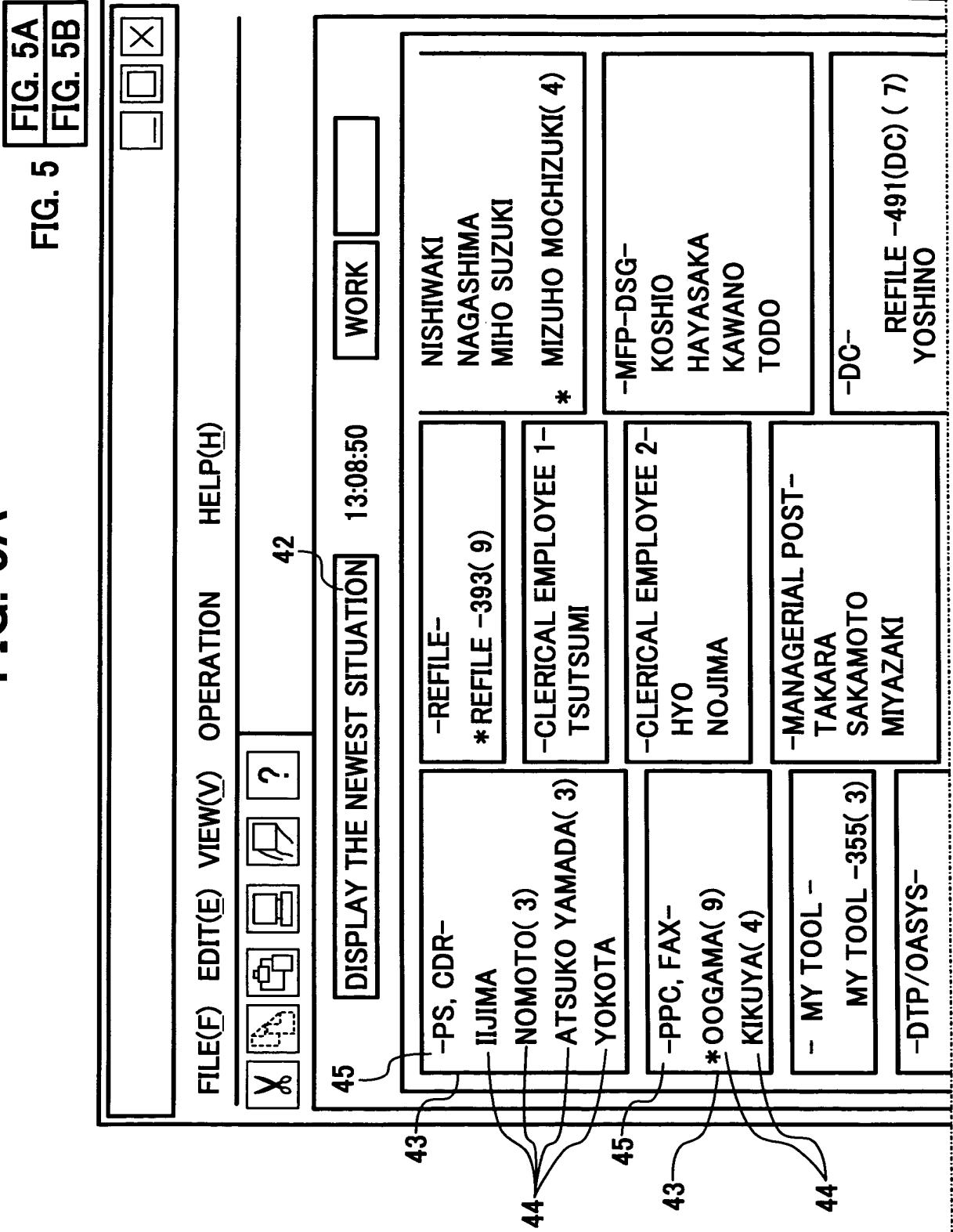


FIG. 5B

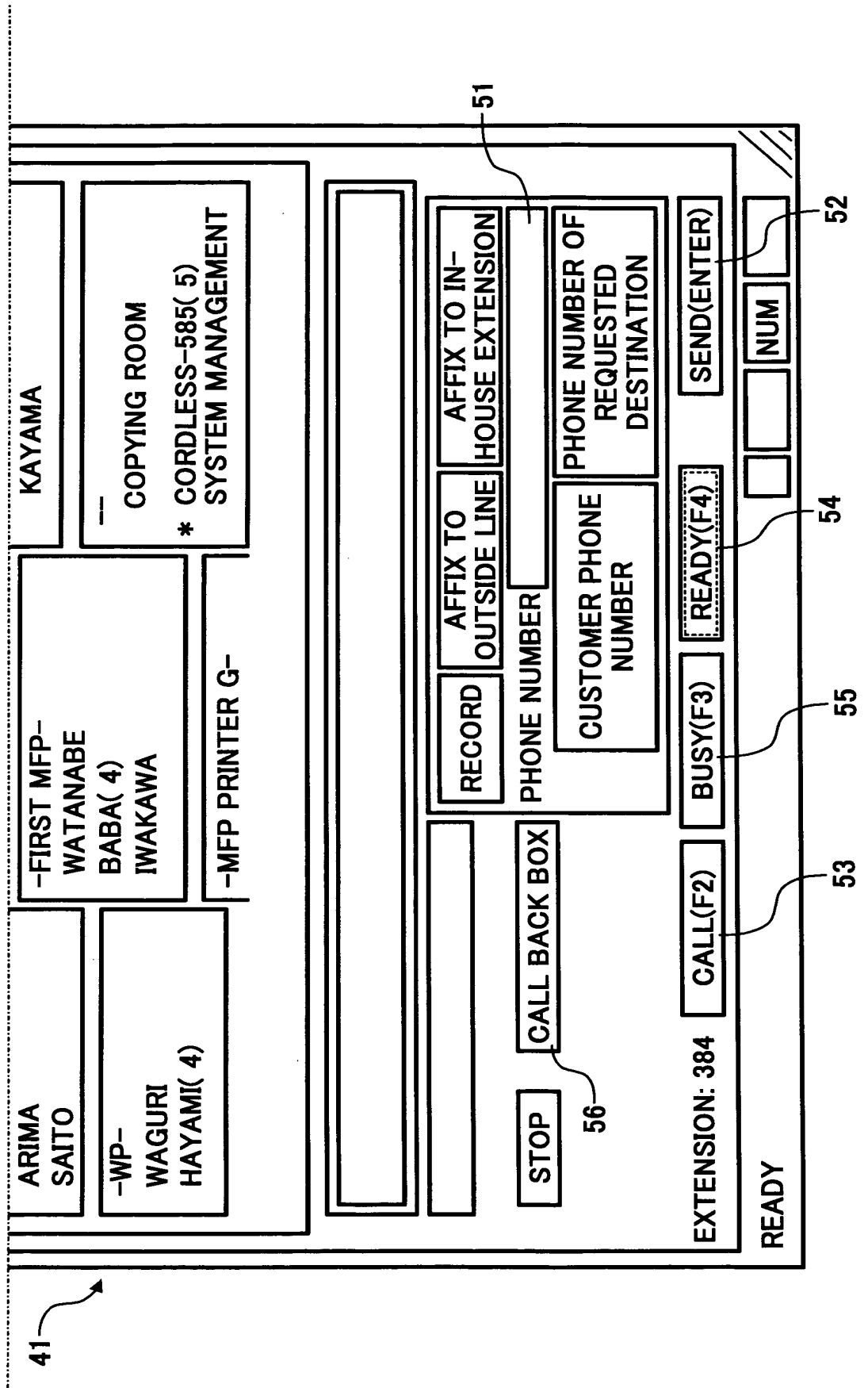


FIG. 6

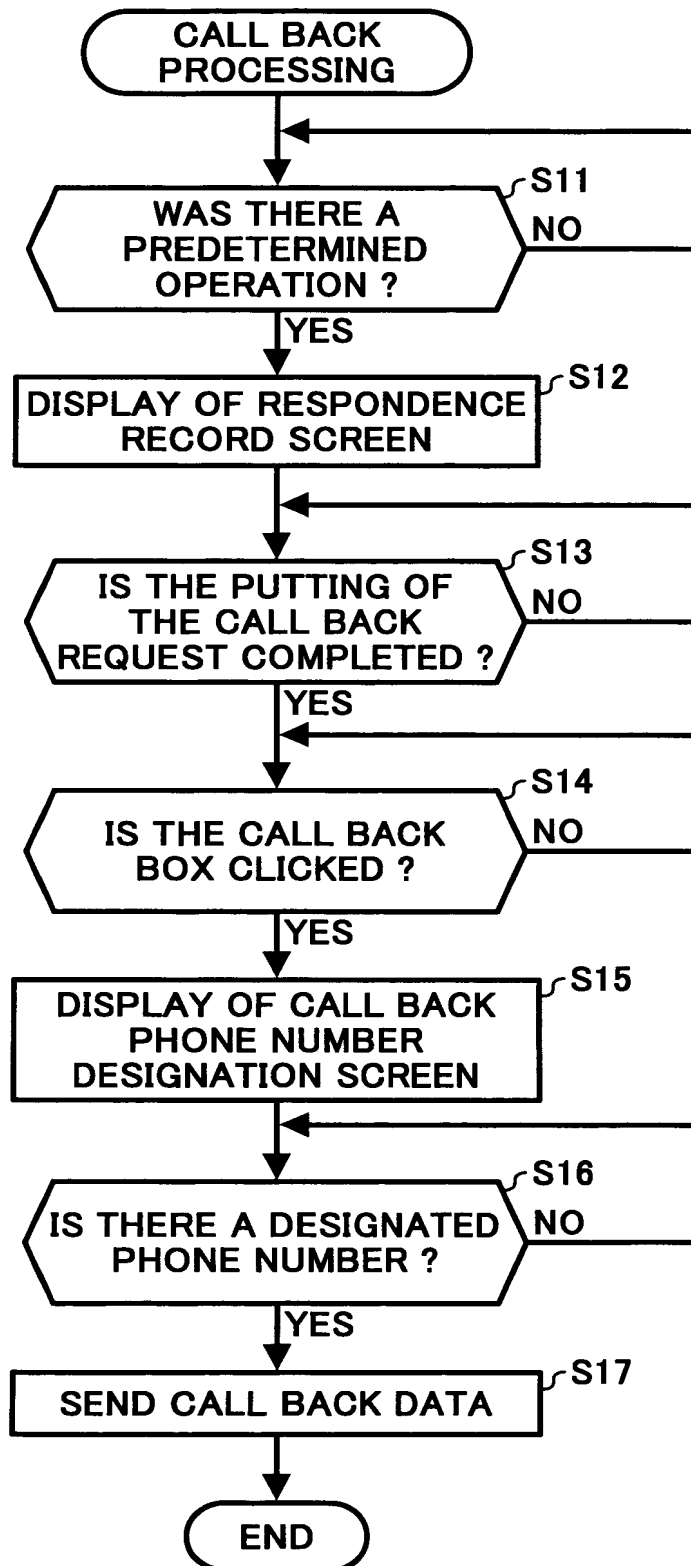



FIG. 7A


FIG. 7

FIG. 7A

FIG. 7B



















MY COMPUTER



NETWORK
COMPUTER

CALL PATH CLIENT
FILE(F) EDIT(E) VIEW(V)

RESPONDENCE RECORD SHEET



RESPONDENCE SHEET INPUT SYSTEM

RECIPIENT

ROUTE

CUSTOMER COMPANY

TEL

MODEL

REQUEST INTRODUCTION DESTINATION

NAME

PERSON WHO RESPONDED

CONTENT OF A REPORT

RESPONSE CONTENT

RESPONSE RESULT

PROCESSING TIME

MIN.

READY

START

CALLPATH CLIENT

FIG. 7B

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
OPERATION HELP	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
INFORMATION REFERENCE	
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> 2002/03/12 TIME 13:15 </div> <div style="display: flex; justify-content: space-between;"> DISTRICT <input type="text"/> <input type="button" value="CANCEL"/> </div> <div style="display: flex; justify-content: space-between;"> ASSIGNATION/POST <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> FAX <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> PRODUCT GROUP <input type="text"/> <input type="text"/> <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> <input type="text"/> <input type="text"/> <input type="text"/> </div> <div style="display: flex; justify-content: space-between;"> FAX <input type="text"/> </div> </div>	
<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> 51 (DIRECT) USER INQUIRY <input type="button" value="▼"/> </div> <div style="height: 40px; border: 1px solid black; margin-top: 5px;"></div> <div style="height: 40px; border: 1px solid black; margin-top: 5px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> </div> <div style="height: 40px; border: 1px solid black; margin-top: 5px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> PERSON WHO RESPONDED <input type="text"/> AFTER-PROCESSING <input type="text"/> TOTAL <input type="text"/> </div> </div>	
<input type="checkbox"/> <input type="checkbox"/> NUM <input type="text"/>	

FIG. 8A

FIG. 8

FIG. 8A
FIG. 8B

MY COMPUTER

NETWORK COMPUTER

SYSTEM INFORMATION

RESPONDENCE RECORD SHEET

RESPONDENCE SHEET

RECIPIENT 998

ROUTE

CUSTOMER COMPANY

NAME

ADDRESS T

MODEL

NAME

PERSON WHO RESPONDED 99

DIVISION OF CONTENT 01

CAUSE

ESTIMATED CAUSE

PROCESSING TIME

DATE OF REPLY

READY

CALLPATH CLIENT

FILE(F) EDIT(E) VIEW(V)

DISPLAY THE NEWEST

-PC, CDR-IIJIMA
NOMOTO
ATSUKO YAMADA(3)
YOKOTA

-PPC, FAX-OOGAMA(9)
KIKUYA(4)

- MY TOOL -
MY TOOL -355(3)

-DTP/OASIS-
ARIMA
SAITO

-WP-WAGURI
HAYAMI(4)

STOP **CALL BACK**

56

EXTENSION: 384

READY

START **CALLPATH CLIENT**

FIG. 8B

41

OPERATION HELP(H)

SITUATION (F5) 13:08:50 WORK

-REFILE- * REFILE -393(9)	NISHIWAKI NAGASHIMA SAHO SUZUKI
-CLERICAL EMPLOYEE 1- TSUTSUMI	* MIZUHO MOCHIZUKI(4)
-CLERICAL EMPLOYEE 2- HYO NOJIMA	-MFP-DSG- KOSHIO HAYASAKA KONO TODO
-MANAGERIAL POST- TAKARA SAKAMOTO MIYAZAKI	-DC- REFILE -491(DC) (7) YOSHINO KAYAMA
-FIRST MFP- WATANABE BABA(4) IWAKAWA	COPYING ROOM * CORDLESS-585(5) SYSTEM MANAGEMENT
-MFP PRINTER G-	

61

RECORD	AFFIX TO OUTSIDE LINE	AFFIX TO IN- HOUSE EXTENSION
PHONE NUMBER		
CUSTOMER PHONE NUMBER	PHONE NUMBER OF REQUESTED EXTENSION	
BUSY(F3)	ACD (F4)	SEND(ENTER)
		NUM

RESPONDENCE RECORD SHEET

13:16

FIG. 9A

FIG. 9

FIG. 9A

FIG. 9B

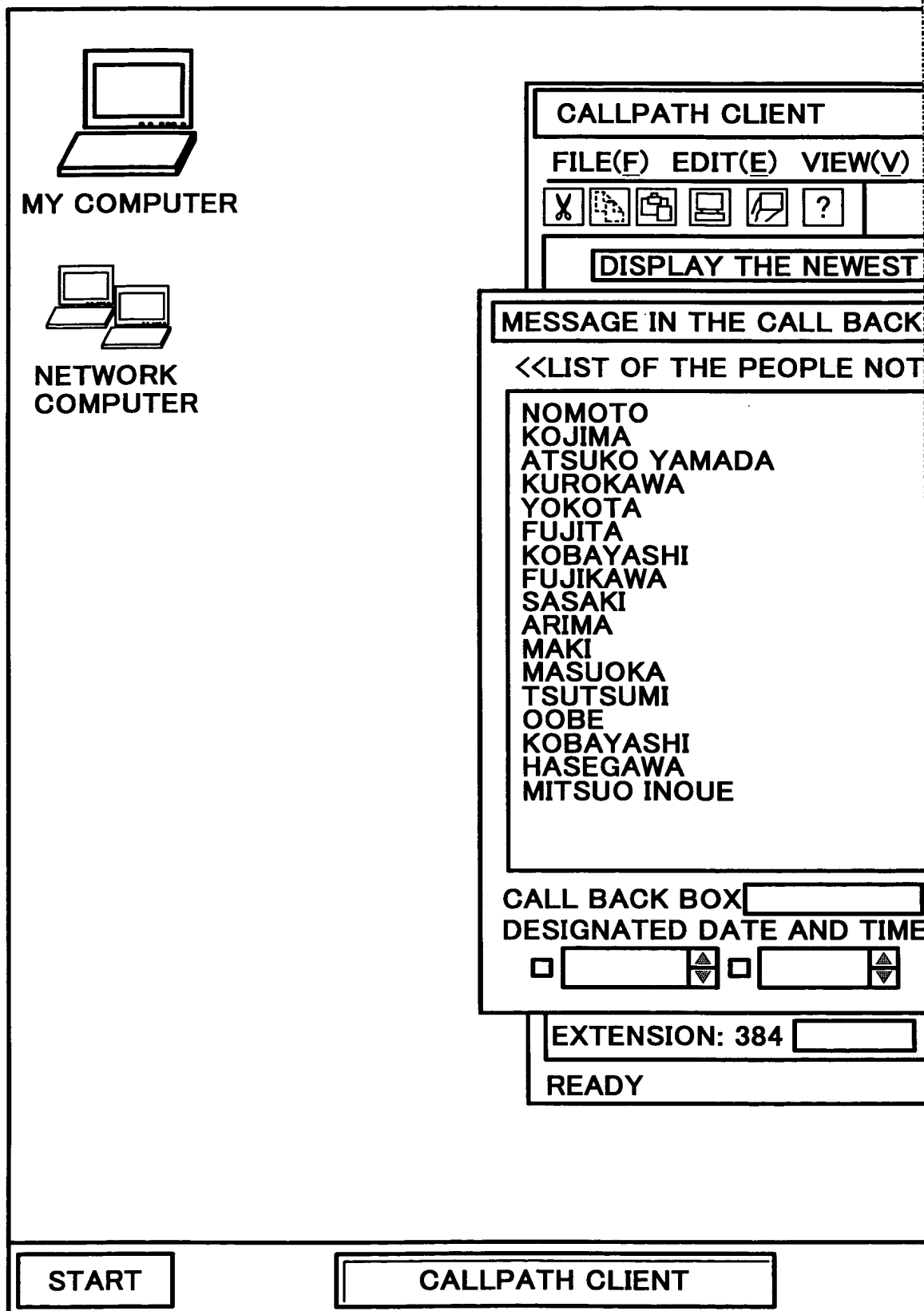


FIG. 9B

The screenshot displays a graphical user interface for a customer responding system. It features two overlapping windows. The top window, labeled 41, is titled "OPERATION HELP(H)" and includes standard window control buttons (minimize, maximize, close). The bottom window, labeled 62, is titled "BOX" and contains the text "AT THEIR SEATS>>". Below this text is a list of names arranged in two columns. The first column lists: SHOICHI WADA, OOGAWA, ARAI, ISOBE, MATSUSHIN, TOYOSHIMA, TAKARA, IWAMOTO, MIYAZAKI, ATOKAWA, DOI, NARAI, KYOKO HASEGAWA, BABA, IWAKAWA, MAKINO, and MIZUHO MOCHIZUKI. The second column lists: MIURA, KOSHIO, NISHIHORI, YOSHINO, YOSHIMURA, KAMIYA, GROUP1, GROUP2, and GROUP3. At the bottom of the "BOX" window is a "CANCEL" button. Below the "BOX" window is a status bar containing several buttons: an empty button, "ACD (F4)", "SEND(ENTER)", an empty button, "NUM", and another empty button. The bottom right corner of the screen shows system icons (a monitor, a pen, a speaker, and a mouse) and the time "13:16".

OPERATION HELP(H)

SITUATION 13:08:50 WORK

BOX

AT THEIR SEATS>>

SHOICHI WADA	MIURA
OOGAWA	KOSHIO
ARAI	NISHIHORI
ISOBE	YOSHINO
MATSUSHIN	YOSHIMURA
TOYOSHIMA	KAMIYA
TAKARA	GROUP1
IWAMOTO	GROUP2
MIYAZAKI	GROUP3
ATOKAWA	
DOI	
NARAI	
KYOKO HASEGAWA	
BABA	
IWAKAWA	
MAKINO	
MIZUHO MOCHIZUKI	

CANCEL

ACD (F4) SEND(ENTER)

NUM

13:16

FIG. 10A

FIG. 10 **FIG. 10A**
FIG. 10B

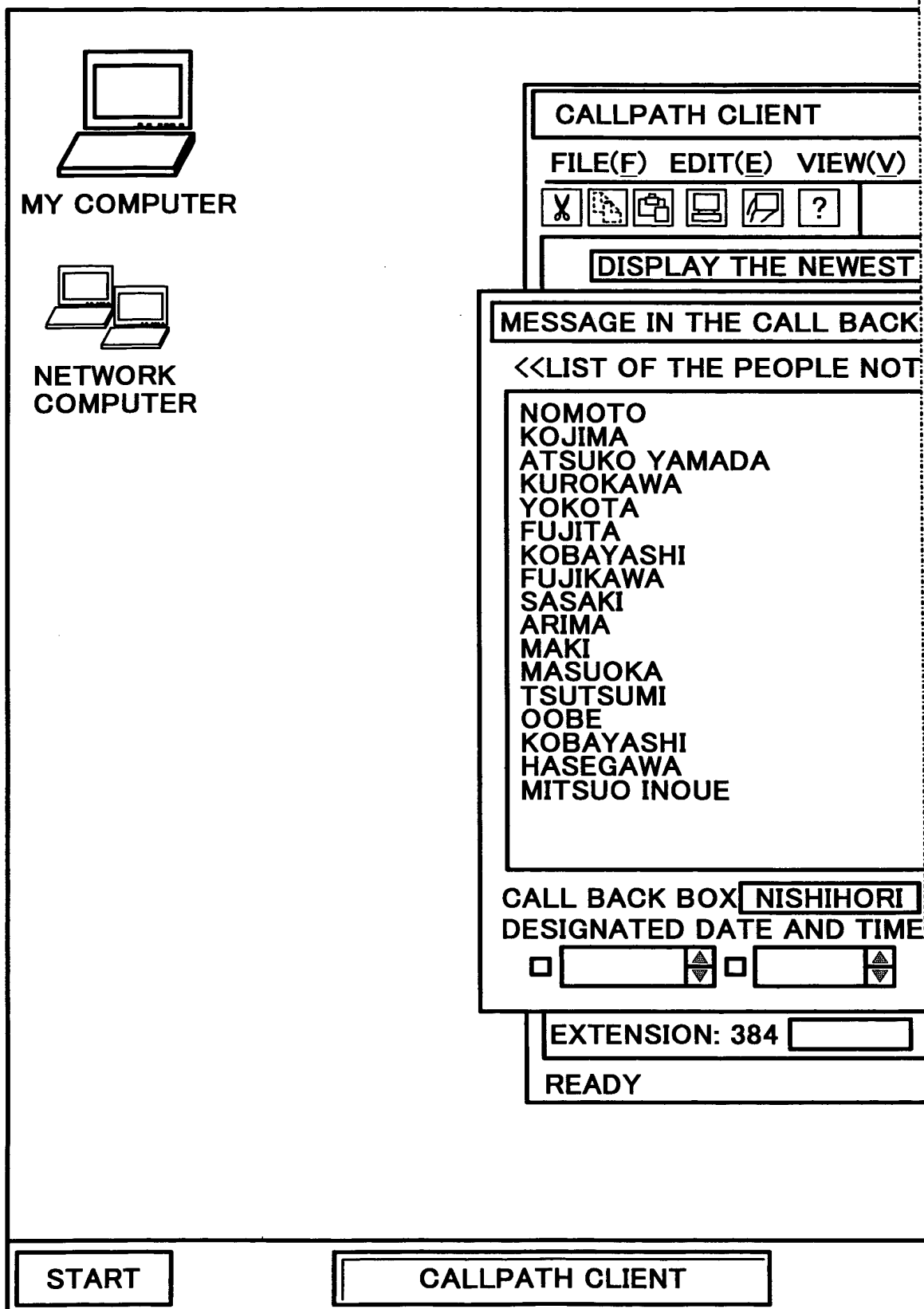


FIG. 10B

The screenshot displays a graphical user interface for a customer responding system. At the top, there is a window titled "OPERATION HELP(H)" with standard window controls (minimize, maximize, close). Below this, a status bar shows "SITUATION 13:08:50" and "WORK" with an empty input field. A modal dialog box, labeled 62, is open in the foreground. It has a title bar "BOX" with a close button. The main content area of the dialog box displays the text "AT THEIR SEATS>>" followed by two columns of names: SHOICHI WADA, OOGAWA, ARAI, ISOBE, MATSUSHIN, TOYOSHIMA, TAKARA, IWAMOTO, MIYAZAKI, ATOKAWA, DOI, NARAI, KYOKO HASEGAWA, BABA, IWAKAWA, MAKINO, MIZUHO MOCHIZUKI, MIURA, KOSHIO, NISHIHORI, YOSHINO, YOSHIMURA, KAMIYA, GROUP1, GROUP2, and GROUP3. At the bottom of the dialog box, there are "CANCEL" and "OK" buttons, with the "OK" button labeled 63. Below the dialog box, a control bar contains buttons for "ACD (F4)" and "SEND(ENTER)", along with a numeric keypad area. At the very bottom of the screen, a taskbar shows system icons (network, volume, mouse) and the time "13:17".

OPERATION HELP(H)

SITUATION 13:08:50 WORK

BOX

AT THEIR SEATS>>

SHOICHI WADA
OOGAWA
ARAI
ISOBE
MATSUSHIN
TOYOSHIMA
TAKARA
IWAMOTO
MIYAZAKI
ATOKAWA
DOI
NARAI
KYOKO HASEGAWA
BABA
IWAKAWA
MAKINO
MIZUHO MOCHIZUKI

MIURA
KOSHIO
NISHIHORI
YOSHINO
YOSHIMURA
KAMIYA
GROUP1
GROUP2
GROUP3

CANCEL OK

ACD (F4) SEND(ENTER)

NUM

13:17

FIG. 11

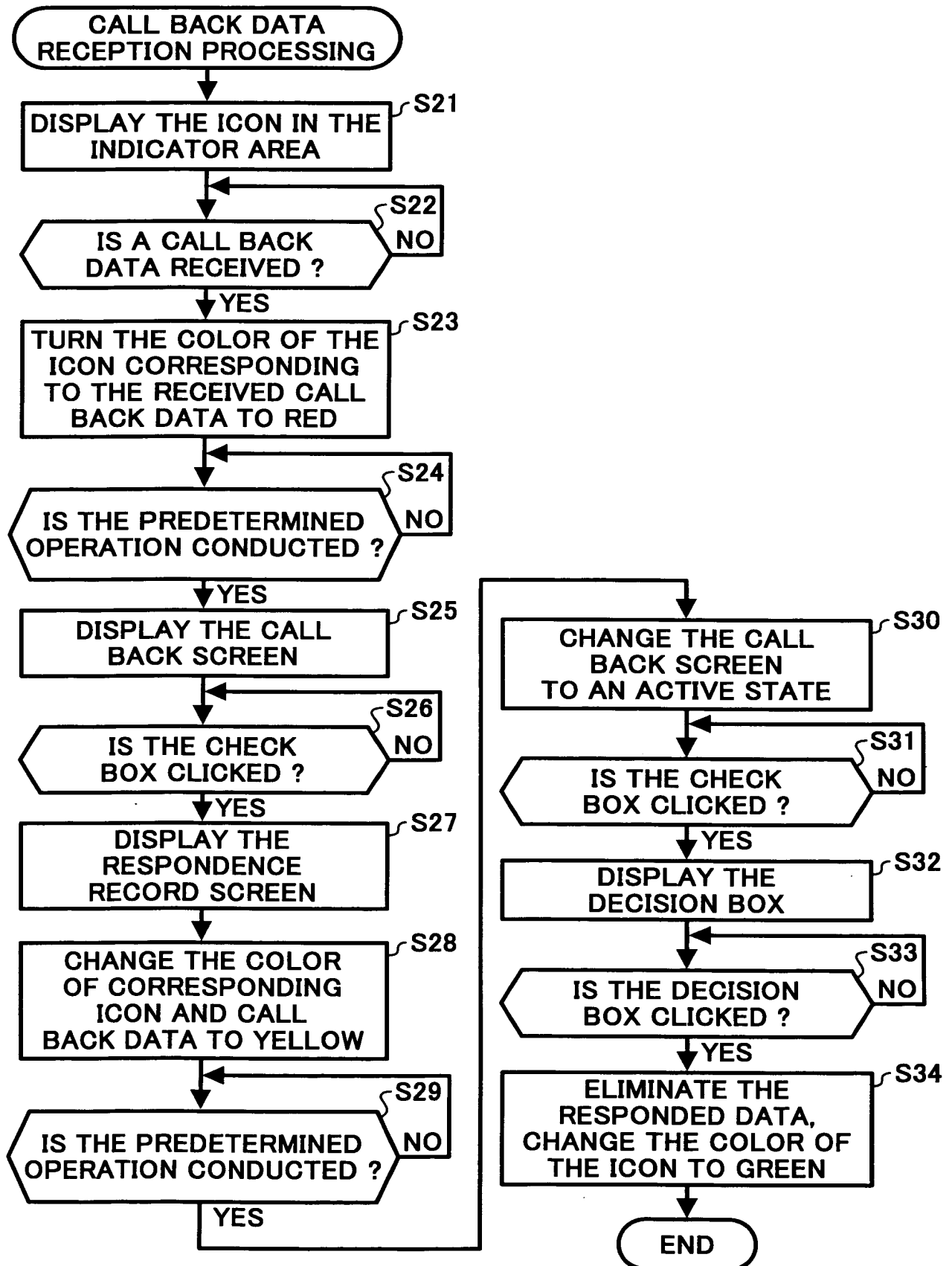


FIG. 12

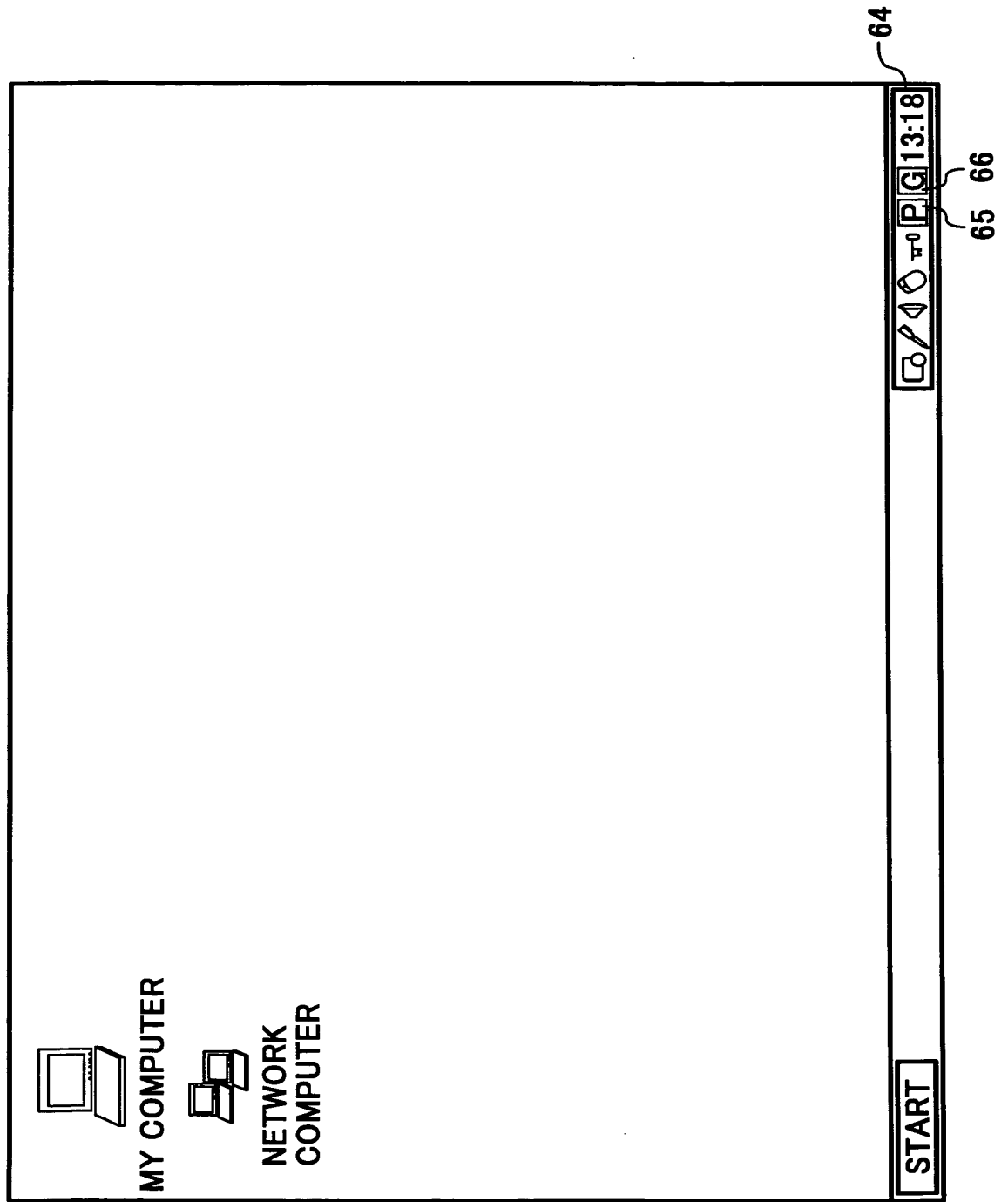


FIG. 13A

FIG. 13 FIG. 13A
FIG. 13B

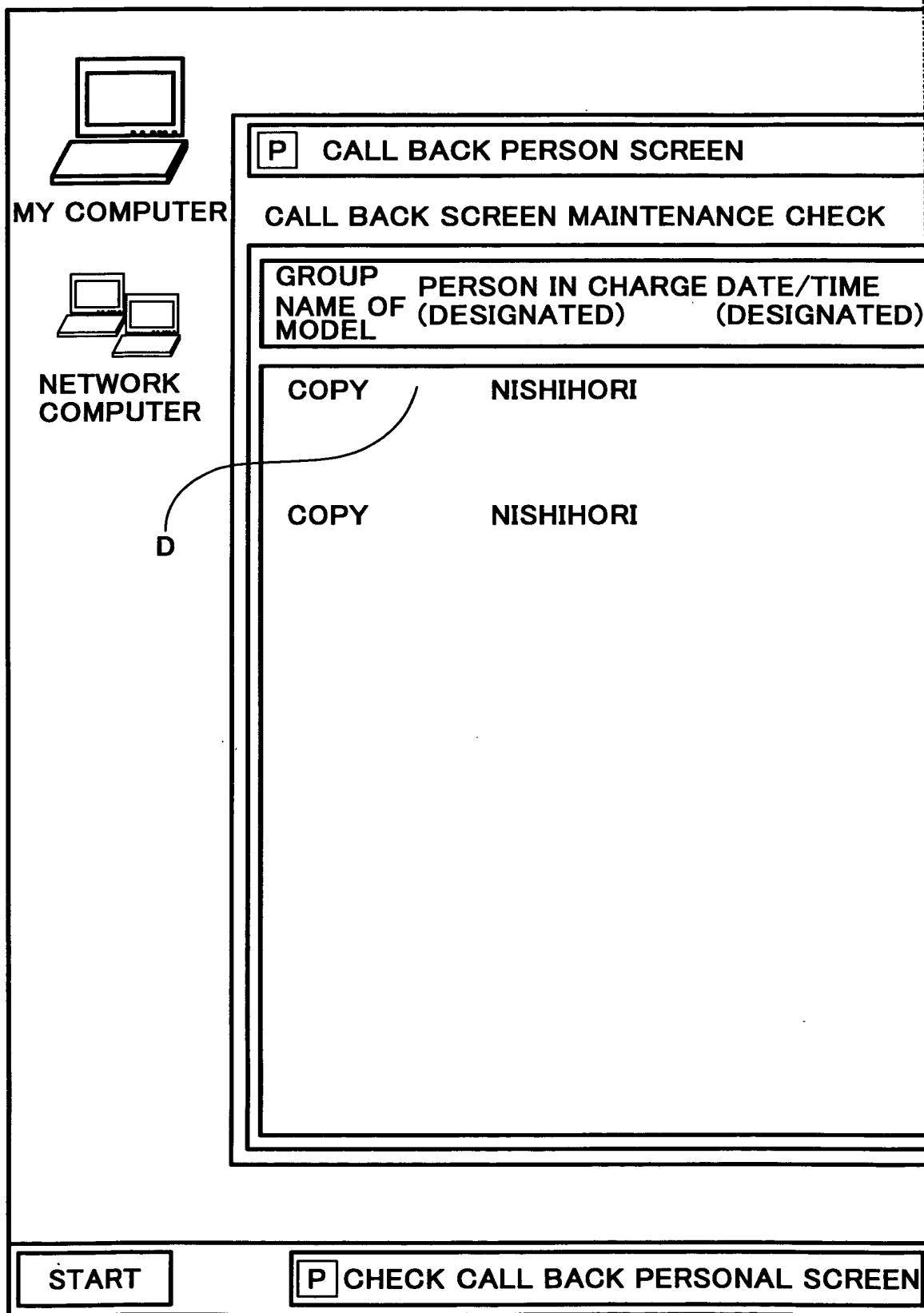


FIG. 13B

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME PROCESSING SITUATION	TAG
INQUIRY			ARIGA	03/12 13:15	NOT YET <input type="checkbox"/>
TROUBLE			NOMOTO		NOT YET <input type="checkbox"/>

66

64

G 13:33




C

67


FIG. 14A

FIG. 14 FIG. 14A
FIG. 14B


MY COMPUTER

P

CALL BACK PERSON SCREEN













NETWORK COMPUTER

P

CALL BACK PERSON SCREEN

RESPONDENCE RECORD SHEET

FILE(F) EDIT(E) VIEW(V) LIST SEARCH



RESPONDENCE SHEET INPUT SYSTEM

RECIPIENT 998 NISHIHORI ▼

DATE

ROUTE ▼ - 388 AREA

CODE

CUSTOMER COMPANY ?

NAME

TEL

ADDRESS 〒 - ?

MODEL ?

01 MAIN BODY CLASSIFICATION

REQUEST INTRODUCTION DESTINATION
NAME TEL

PERSON WHO RESPONDED 998 NISHIHORI ▼

CALLER

CONTENT OF A REPORT ▼

DIVISION OF CONTENT 01 INQUIRY ▼

RESPONDENCE CONTENT 01 EXPLANATION ▼

RESPONDENCE RESULT ▼

CAUSE ▼ ▼

ESTIMATED CAUSE

PROCESSING TIME

RECIPIENT MIN.

DATE OF REPLY 2002/03/12

READY

START

P

 CALL BACK PERSONAL SCREEN

65

PERSON WHO RESPONDED

<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		<input type="checkbox"/>
EXTENSION FORMAT HELP(H)		<div style="border: 1px solid black; padding: 5px;"> RECEIVED DATE/TIME PROCESSING TAG SITUATION </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> 03/12 13:15 NOT YET <input type="checkbox"/> </div>
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> ? </div> <div> INFORMATION REFERENCE </div> </div>		
<div style="border: 1px solid black; padding: 5px;"> 2002/03/12 TIME 13:15 DISTRICT <input type="text"/> <input type="button" value="▼"/> <input type="button" value="CANCEL"/> ASSIGNATION/POST <input type="text"/> FAX <input type="text"/> <input type="checkbox"/> PRODUCT GROUP <input type="text"/> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> ? <input type="text"/> FAX <input type="text"/> </div>		
<div style="border: 1px solid black; padding: 5px;"> 51 (DIRECT) USER INQUIRY <input type="button" value="▼"/> </div> <div style="border: 1px solid black; height: 30px; margin-top: 5px;"></div> <div style="border: 1px solid black; height: 30px; margin-top: 5px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> <input type="text"/> <input type="button" value="▼"/> </div> <div style="border: 1px solid black; height: 30px; margin-top: 5px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <div>MIN. <input type="text"/></div> <div>TOTAL <input type="text"/></div> <div>MIN. <input type="text"/></div> </div> <div style="border: 1px solid black; height: 30px; margin-top: 5px;"></div> <div style="display: flex; justify-content: space-between; margin-top: 5px;"> <input type="checkbox"/> <input type="checkbox"/> NUM <input type="checkbox"/> </div>		
AFTER-PROCESSING		<div style="border: 1px solid black; padding: 5px;"> RESPONDENCE SHEET </div>

☐ ☐ ☐ ☐ ☐ ☐ ☐ ?

INFORMATION | REFERENCE

2002/03/12 TIME 13:15
DISTRICT
ASSIGNATION/POST
FAX

☐ PRODUCT GROUP
 ?
FAX

51 (DIRECT) USER INQUIRY

MIN.

TOTAL

MIN.

☐ ☐ NUM ☐

AFTER-PROCESSING

RESPONDENCE SHEET

☐ ☐ ☐ ☐ ☐ ☐ ☐ ?

INFORMATION | REFERENCE

2002/03/12 TIME 13:15
DISTRICT
ASSIGNATION/POST
FAX

☐ PRODUCT GROUP
 ?
FAX

51 (DIRECT) USER INQUIRY

MIN.

TOTAL

MIN.

☐ ☐ NUM ☐

AFTER-PROCESSING

RESPONDENCE SHEET

☐ ☐ ☐ ☐ ☐ ☐ ☐ ?

INFORMATION | REFERENCE

2002/03/12 TIME 13:15
DISTRICT
ASSIGNATION/POST
FAX

☐ PRODUCT GROUP
 ?
FAX

51 (DIRECT) USER INQUIRY

MIN.

TOTAL

MIN.

☐ ☐ NUM ☐

AFTER-PROCESSING

RESPONDENCE SHEET

☐ ☐ ☐ ☐ ☐ ☐ ☐ ?

INFORMATION | REFERENCE

2002/03/12 TIME 13:15
DISTRICT
ASSIGNATION/POST
FAX

☐ PRODUCT GROUP
 ?
FAX

51 (DIRECT) USER INQUIRY

MIN.

TOTAL

MIN.

☐ ☐ NUM ☐

AFTER-PROCESSING

RESPONDENCE SHEET

☐ ☐ ☐ ☐ ☐ ☐ ☐ ?

INFORMATION | REFERENCE

2002/03/12 TIME 13:15
DISTRICT
ASSIGNATION/POST
FAX

☐ PRODUCT GROUP

FIG. 15A

FIG. 15 FIG. 15A
FIG. 15B

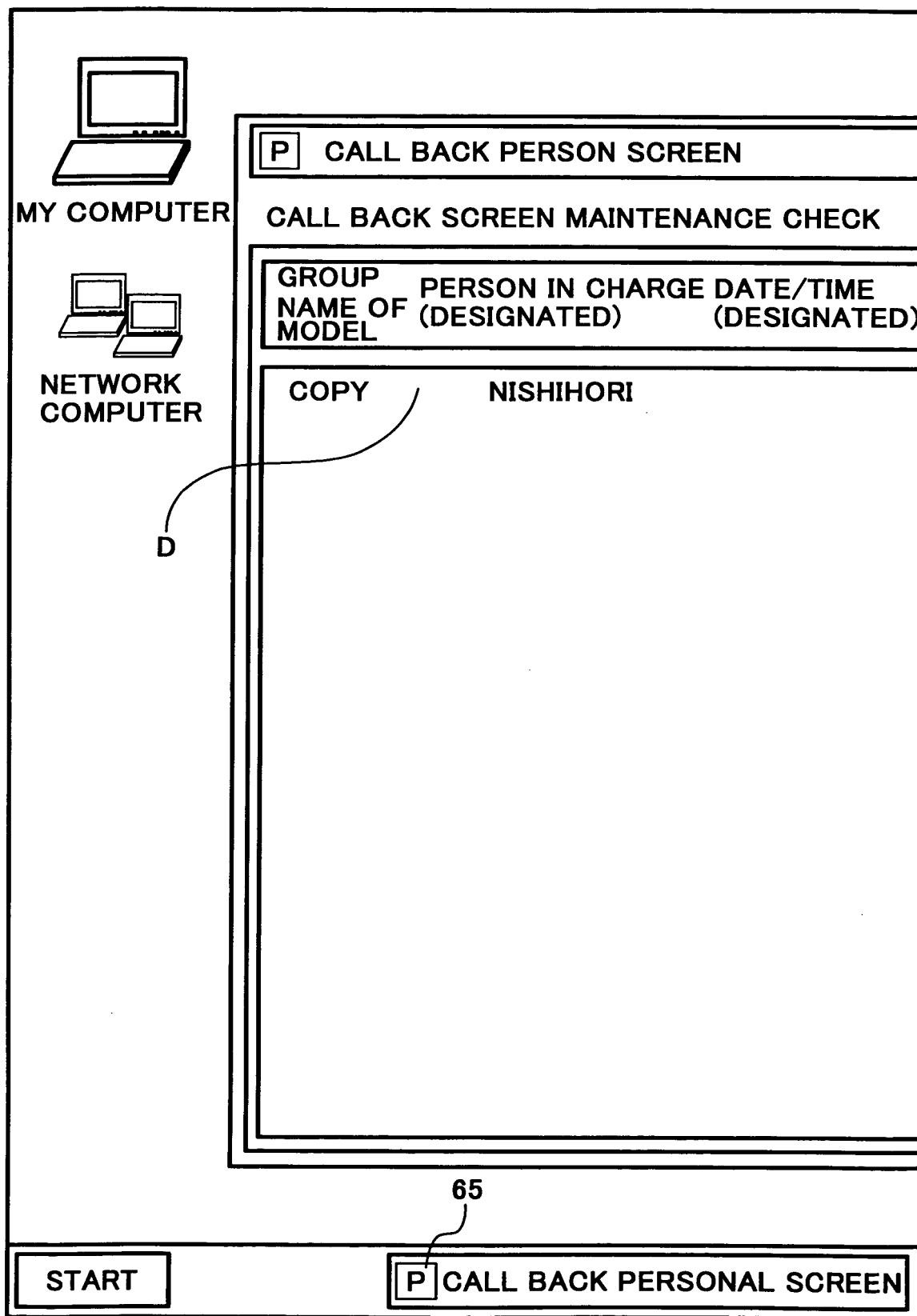


FIG. 15B

The figure shows a graphical user interface for a customer responding system. It consists of a main window with a title bar (containing a close button 'X') and a data entry form. The form has columns for 'COMPANY CONTENT', 'NAME', 'PHONE NUMBER', 'RECIPIENT', 'RECEIVED DATE/TIME', 'PROCESSING SITUATION', and 'TAG'. The data entered is: 'INQUIRY' for company content, 'ARIGA' for name, '03/12 13:15' for received date/time, and 'IN THE COURSE OF PROCESSING' for processing situation. There is an unchecked checkbox next to the processing situation text, labeled 'C'. Below the form is a dialog box titled 'CALL BACK SYSTEM' with a close button. The dialog asks 'DID THE PROCESSING END SUCCESSFULLY?' and has two buttons: 'YES (Y)' (labeled 68a) and 'NO (N)' (labeled 68b). The dialog is labeled 68. At the bottom of the main window is a taskbar (labeled 66) with several icons: a monitor, a pen, a speaker, a mouse, and a keyboard. To the right of the icons is a button labeled 'G' (labeled 64) and a clock showing '13:35' (labeled 64). The main window is labeled 67.

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME	PROCESSING SITUATION	TAG
INQUIRY	ARIGA			03/12 13:15	IN THE COURSE OF PROCESSING <input type="checkbox"/>	C

CALL BACK SYSTEM

DID THE PROCESSING END SUCCESSFULLY?

YES (Y)

NO (N)

68a 68b 68 67 66 64 64

FIG. 16B

COMPANY CONTENT	NAME	PHONE NUMBER	RECIPIENT	RECEIVED DATE/TIME	PROCESSING SITUATION	TAG

66 64

14:14